Role Description
Policy Officer

Cluster	Justice
Agency	Legal Aid NSW
Division/Branch/Unit	Client Eligibility Unit
Location	Central Sydney
Classification/Grade/Band	Clerk grade 7/8
Kind of Employment	Ongoing
Role Number	16/060
ANZSCO Code	224412
PCAT Code	2119192
Date of Approval	10 July 2018
Agency Website	www.legalaid.nsw.gov.au

Agency overview

Legal Aid NSW is the largest legal aid agency in Australia, and has offices in 24 locations, including a Central Sydney office and offices in metropolitan and regional centres across NSW. Legal Aid NSW also has a number of specialist services. It was established under the *Legal Aid Commission Act 1979* as an independent authority to assist socially and economically disadvantaged people to understand and protect their rights in the legal system. People with disabilities, people from culturally and linguistically diverse backgrounds, women and children, Indigenous people and people with mental illness are some of the groups who may experience difficulties when enforcing and defending their rights.

Working in partnership with private lawyers, Legal Aid NSW provides legal advice, information and minor assistance and legal representation to eligible people in many areas of law. Legal Aid NSW also provides alternative dispute resolution services, community legal education programs, and publications on legal issues

Primary purpose of the role

Plan, manage and deliver allocated projects for the review, consultation and development of policy and practices, to meet agreed policy priorities and objectives.

Key accountabilities

- Plan, manage and complete policy reviews and implementation in consultation with the Grants Division and inhouse practice
- Undertake research to identify legal needs of disadvantage people that promotes effective delivery of Legal Aid NSW services
- Assist in the development and maintenance of policy documentation to enhance information delivery, work practices and service delivery, and
- Develop, deliver and evaluate training for staff and other stakeholder.

Key challenges

- Managing a number of projects and initiatives at the same time.
- Completing complex policy projects where there are multiple stakeholders and diverse interests.

Key relationships

Who	Why
Internal	
Manager, Client Eligibility Unit	• Direction and support, allocation of work
Internal divisions	• Consultation on development of policy which may affect different areas.

Role dimensions

Reporting line

Manager, Client Eligibility Unit

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	**Adept**
	Manage Self	Adept
	Value Diversity	Adept
Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	**Intermediate**
Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	**Adept**
Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	**Foundational**

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Act with Integrity	Adept	• Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Influence and Negotiate	Intermediate	• Utilise facts, knowledge and experience to support recommendations • Work towards positive and mutually satisfactory outcomes

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Identify and resolve issues in discussion with other staff and stakeholders • Identify others' concerns and expectations • Respond constructively to conflict and disagreements • Keep discussion focused on the key issues
Results Demonstrate Accountability	Adept	• Assess work outcomes and identify and share learnings to inform future actions • Ensure that actions of self and others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others • Conduct and report on quality control audits • Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
Business Enablers Project Management	Foundational	• Plan and deliver tasks in line with agreed schedules • Check progress against schedules, and seek help to overcome barriers • Participate in planning and provide feedback about improvements to schedules

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